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State of Wisconsin

Department of Health Services

INCOME MAINTENANCE ADVISORY COMMITTEE (IMAC)

Thursday, December 18, 2014

1:00 – 3:30 p.m.

Dane County Job Center, 1801 Aberg Avenue - Ballroom, Madison, WI 53704

Or online at <https://connect.wisconsin.gov/imac/>

For audio, dial 888-808-6929, access code 468-5307

MINUTES

Non-State Attendees:

Jenny Hoffman, Bay Lake / Brown Co.	Kris Parkansky, Bay Lake / Marinette Co.
Melissa Duane, Capital / Columbia Co.	Amy Mendel-Clemens, Capital / Dane Co.
Tony Sis, Capital / Dane Co.	Cindi Flynn, Capital / Adams Co.
Amy Beranek, Capital / Dodge Co.	Stephanie Ronnfeld, Capital / Sauk Co.
Julie Arendsee, Capital / Sauk Co.	Jalex Lor, Capital / Dane Co.
John Rathman, East Central / Outagamie Co.	Lynn Brenner, East Central / Calumet Co.
Diane Voth, East Central / Marquette Co.	Tim Gessler, East Central / Sheboygan Co.
Chris Machamer, East Central / Waupaca Co.	Kate Surprise, East Central / Waushara Co.
Ann Kriegel, East Central / Winnebago Co.	Linda Struck, Great Rivers / Eau Claire Co.
Ronda Brown, Great Rivers / St. Croix Co.	Jane Huebsch, IM Central / Marathon Co.
Mandy Mayek, IM Central / Portage Co.	Mia Anderson-Inman, Moraine Lakes / Walworth Co.
Brenda Zweck, Moraine Lakes, Walworth Co.	Sandy Potter, Moraine Lakes / Waukesha Co.
Roby Fuller, Southern / Crawford Co.	Marlin Harms, Southern / Iowa Co.
Mark Nelson, Southern / Jefferson Co.	Trish Wavra, Western / LaCrosse Co.
Adelene Greene, WKRP /	Kimm Peters, WKRP / Racine Co.

State Attendees:

Linda Alexander, DHS	Linda Auchue, DHS
Yolanda Evans, DHS	Jamie Fawcett, DHS
Judy Johnson, DHS	Elizabeth Jungers, DHS
Hannah Knouse, DHS	Paul Michael, DHS
Julie Milleson, DHS	Tiffany Orcholski, DHS
Allison Shabino, DCF	Shawn Smith, DHS
Debbie Waite, DHS	Angela Waltz, DHS
Jayne Wanless, DHS	

1. Recognition Event – Amy Mendel-Clemens

- In honor of Linda Auchue’s January, 2015 retirement, the first portion of the meeting was dedicated to recognition of Linda’s service to Wisconsin counties, consortia and the Department of Health Services. Thank you, LINDA!

2. Administrative Issues – Debbie Waite & John Rathman
 - Debbie Waite thanked the remote attendees for their patience in delaying the business portion of the meeting to recognize Linda Auchue.
 - To record attendance, on-site participants should sign the roster and remote attendees should email Linda Alexander their participation.

3. Approval of November 20, 2014 Minutes – Debbie Waite
 - Deferred to January, 2015

4. FoodShare Employment & Training (FSET) / Able-Bodied Adults without Dependents (ABAWD) Statewide Rollout – Angela Waltz, Jayne Wanless and Yolonda Evans (Handouts)
 - See handouts “FoodShare Employment & Training (FSET) Transition: Important Dates” and “IM Focused: FS ABAWD/FSET In-Person Training Schedule” for details. (An **updated** version of “IM Focused: FS ABAWD/FSET In-Person Training Schedule” has been updated and is posted to the IMAC website.)
 - Time-limited benefits to ABAWDs statewide rollout delayed till 4/1/15.
 - Transitioning from the county-based FSET model to a regional FSET model.
 - Changes will be made to CARES Worker Web (CWW) on Monday, 12/22/14 for the pilot counties. Want feedback from these pilot counties on the changes.
 - Operations Memo (14-55) on additional ABAWD-related changes to FS eligibility was released yesterday. These changes currently apply to the pilot region and will go into effect statewide effective 4/1/15. Will be posted to website tomorrow. Also, look for Operations Memo 14-56 to be released shortly. (Subsequent to the meeting, Ops Memo 14-56 was released on 12/19/14, which provided an update on FSET policy/process changes.)
 - New FoodShare Handbook scheduled for release at the end of January.
 - New FSET Handbook in .pdf scheduled for release at the end of February. The old FSET Handbook will remain available online through the end of March, 2015. Effective April 1, 2015, the new FSET Handbook will replace the old one.
 - Suggestion to create a bullet list, speaking points on new ABAWD responsibilities for IM workers to quickly reference. Believe that it is included with the Ops Memo because this was done for the pilot counties.
Action Item: **Angela Waltz** will look into whether the bulleted list/speaking points can be included as an attachment to the Ops Memo. (Subsequent to the meeting: A script for IM workers to use with Non-Exempt ABAWD households was added as an amendment to Ops Memo 14-55. This script may be amended again in upcoming weeks, based on FSN guidance.)
 - A map of FSET vendors as of 4/1/15 was brought as an additional handout.
 - Racine, Kenosha and Walworth Counties are operating now with ResCare.
 - Reference “Important Dates” handout for details. Note that some of the vendors may have multiple roles or simply the ‘current’ and the ‘future’ vendor.

- Focus today is on the IM agencies, so note the headings on the handout showing the agencies' responsibilities.
- IM agencies may begin to get phone calls around 3/9/15 if the FSET vendor is changing, the result of member receiving a welcome letter about the case transfer.
- From 3/23/15 through 3/31/15, the mainframe WP Subsystem will be disabled as all current FSET participants are disenrolled (by the current vendors). Agencies should track outside the system for referring to the new vendor if one has been selected.
- From 4/1/15 through 4/10/15, IM agencies have the majority of the responsibility, including tracking the referrals since the AIWP system will no longer be used to make referrals.
- Suggestions / lessons learned:
 - Contact anyone whose case has missing information; critical because of the time limit for meeting the work requirements. More difficult if the person is homeless. This should be emphasized with the new vendors.
 - Insure that each agency has a designated FSET contact. Suggest either an 'on-call' rotating staff or a single dedicated person.
 - Concern for any contract outlining a policy that requires vendors to meet with clients.
- Adam VanSpankeren is also developing statewide communication partner training. Consortia would like to see any letters being developed before they are sent. Also, please invite consortia to attend once the notification is made to the partners.
- Most training is face-to-face during March, designed for IM workers.
Question: Can other non-IM workers attend these sessions?
Answer: The training session announcement will be made in February, emphasizing that the training is for IM workers first and foremost. A pre-recorded session can also accommodate the other interested workers. If, after a few weeks, the IM-focused sessions are not full, may open to other interested parties.
- IM New Worker Training and Distance Learning Curriculum scheduled for 3/31/15 will be updated with the new ABAWD training.
- Recommendations for scheduling future training: avoid face-to-face training on Mondays due to highest call volume of the week.
- Other recommendations for IM workers: encourage workers to review and emphasize the requirements and potential loss of eligibility. Training includes this emphasis; role-playing can help increase confidence in conveying this.

5. Call Center Anywhere (CCA) Update – Paul Michael

- Revising Reports Statistics: Department of Children and Families (DCF) will not be revising any calculations until they have had a chance to view some of the current statistics.
- Child Care statistics are being included in the changes, however.
- Paul has offered to meet with and present to any groups interested.
- January reports will reflect the changes and are tentatively available the first week of January, 2015.
- To see/review the Request for Proposal (RFP) for the CCA application, visit the state's [VendorNet](#) site. The Department of Administration (DOA) has pushed out the due

date because of the number of vendor questions. Paul recommended reviewing the Q&A section.

Question: Is an implementation date stated in the RFP?

Answer: No

Action Item: **Paul Michael** will send the link to VendorNet to Linda Alexander's email for inclusion in the December, 2014 minutes. (Done)

6. Updates on Renewal Staggering in 2015 – Linda Auchue
 - Normal renewals are about 53,000 a month – 100,000 are projected for April , 2015. Awaiting CMS approval to smooth these out to approximately 654,000 renewals per month each for March, April and May.
 - Renewals will be moved out systematically.
 - From December, 2014 through February, 2015, early household renewals can be done if FoodShare is a part of the renewal. Can offer an early renewal of Health Care but all members of the household must agree to do so.

7. Delayed Implementation of Equifax – Linda Auchue
 - DHS encountered an issue with the data exchange associated with the Federal hub.. CARES message returned is “No data available.”
 - CMS is not comfortable with using the data if a significant number of discrepancies. DHS is working on another plan.

8. "Old" Federally Facilitated Marketplace (FFM) Account Transfers – Linda Auchue
 - Applications entered from August, 2013 through October, 2014.
 - The applications were never processed due to inconsistencies in information.
 - Consortia need to complete processing; research was done.
 - Some of the cases were eligible: 800 - Eligibility was run but not back to the filing date (missing months). Plan to contact customer by letter, advising what information is needed to determine eligibility or if they want to begin the process again.
 - 800 people who are not in CARES.
 - Direction for consortia provided via an upcoming Ops Memo accompanied by a report of the applicants. This will enable the consortia to address questions when applicants call.

9. Patient Protection Affordable Care Act (PPACA) Update / Issues – Debbie Waite
 - a) REN Coordinator Workshop – As of 12/22/14, all REN Coordinators were in place. A training and collaboration session was held in Wausau on 12/3/14. Enroll America presented on best practices and lessons learned from Open Enrollment I; the afternoon consisted of break-out sessions. Linda Struck, John Rathman and others reported that good uninsured data was shared as well as information on outreach events. Consortia asked if they could also receive Enroll America data monthly.

10. Consortia Feedback – Amy Mendel-Clemens

- DHS EM Webpage
 - Consortia noted that the new DHS EM webpage no longer shows a reference to IM consortia; now only shows a list and office hours. More detailed consortia information should be displayed. Is it possible to develop an “IM Consortia” tab? Also commented that the quick links are gone.
Action Item: **Consortia** will provide additional feedback on the new webpage to Debbie Waite for sharing with the communications team. An overview of the new webpage for the January IMAC meeting will be explored.
- CDPU Faxing Issues
 - Consortia asked if DHS was able to identify the source of the recent CDPU faxing issues to prevent future issues. If it occurs again, is it possible for consortia to get a list of the cases that were affected so that they can fix/address them?

11. Operations Memos – Becky David / Linda Auchue

- The following Ops Memos were detailed:
 - 14-56: FoodShare Employment and Training (FSET) Program for Able-Bodied Adults without Dependents (ABAWDs)
 - 14-50: Using Data Exchanges to Verify Earned Income for Health Care
 - 14-53: 2015 Cost of Living Adjustment (COLA)
 - 14-52: Streamlining Enrollment and Eligibility for Managed Long Term Care Programs
 - 14-46: CARES Worker Web Enhancements to Automate the FoodShare Break-in-Service Policy
 - 14-47: FoodShare Interview Policy and Systems Updates
 - 14-48 FoodShare: 60 Days Verification at Application
- Linda advised that using Firefox as a browser may improve viewing of Ops Memos.

12. Administrative Memos – Debbie Waite

- Fraud memo has now moved to publications. Office of Inspector General (OIG) has confirmed that they will work with individual consortia if extensions are needed on work plans.

13. Sub-committee and Work Group Updates - Debbie Waite & Work Group Chairs (Handout)

- See report for details.

14. Miscellaneous Updates / Other / Public Comment

- Additional Linda Auchue Updates –
 - A clarification on gap-fill cases that should be sent to the CARES Call Center: The applicant needs to have received an official denial for both BadgerCare Plus (BC+) and the Federally Facilitated Marketplace (FFM) to be considered a gap case. An applicant with only one of the two denials is not considered a gap-fill case. Workers do not need to look for / take the initiative to find these people; generally, the person or his/her advocate will call the consortia to get clarification. CARES Call Center and EM CAPO are working together to process these cases.
 - FoodShare recipients who live in subsidized housing, making them ineligible for the heating standard allowance (HSA), but have been receiving it, resulting in an overpayment. Becky David has sent a list of these cases to the consortia this morning. Public Assistance Collection Unit (PACU) will be handling. Able to do a one-time adjustment of an overpayment, allowing DHS to recoup these funds that should not have been paid. DHS will be responsible for the suppression of overpayment notices. Consortia should process their entire list as directed and return to Becky David.
Action Item: **BEPS/Becky David** will determine date by which overpayments must be processed and communicate to consortia.

15. January 15, 2015 Meeting Tentative Agenda Topics

- a. PPACA Issues
- b. FSET ABAWD Partner Presentation
- c. D SNAP Overview